KnowledgeShare

News from KnowledgeShare - November 2025

Teams using KnowledgeShare for:

Evidence Updates
136

Evidence Searching
55

Skills Teaching
12

Members receiving updates:
70,567

Support requests from LKS teams:
58

Reminder: what you can do via our new support portal

Don't forget to sign up via our new portal to contact the team, book onto training, or request new journals for TOC alerts.

https://knowledgeshare.freshdesk.com/support/home

It only takes a couple of minutes to sign up, and once logged in you will see the **Submit a ticket** option as well as the knowledge base of help articles.

The Submit a ticket option isn't just for reporting technical issues – you can ask us a question about any aspect of KnowledgeShare, from how to categorise a tricky member to where to change an admin setting. There are four options when submitting a ticket:

- Report an issue
- Ask a question
- Request a journal TOC
- Book onto training

Submit a ticket

Contact the KnowledgeShare team

What would you like to do?

Report an issue
Ask a question
Request a journal TOC
Book onto training

Support queries, training bookings, and TOC requests are no longer handled via uhsussex.knowledgeshare@nhs.net, but we still use this address for some admin correspondence.

If you have any feedback on the new system, please do let us know so we can keep improving it!
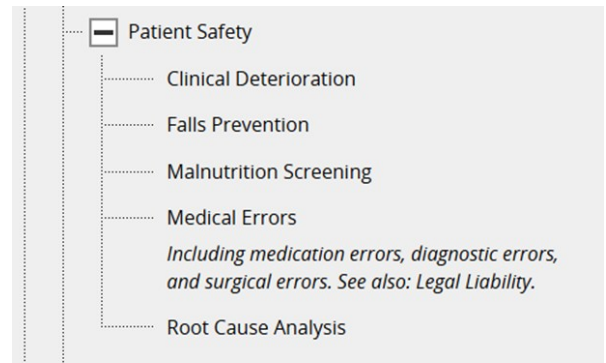
Category update: Medical Errors

To help streamline the categories covered by Patient Safety, we have renamed the category Medication Errors to **Medical Errors**. This means that a single category can now be selected for Members interested in all types of errors (medication, surgical, diagnostic etc). The former additional category of Diagnostic Errors has been removed.

The Member's staff group categories will ensure they receive information about the most relevant types of error (e.g. Pharmacist, Surgeon, Pathologist, Radiologist).

All existing affected members have been updated.

Patient Safety
- Clinical Deterioration
- Falls Prevention
- Malnutrition Screening
- Medical Errors
  Including medication errors, diagnostic errors, and surgical errors. See also: Legal Liability.
- Root Cause Analysis

Forthcoming training and events

Sessions are run via MS Teams.
Log in at https://knowledgeshare.freshdesk.com/support/home to book a place

Skills

To help manage information skills teaching, including *ad hoc* or scheduled sessions.

Friday 19 Dec 2025 1.00pm–2.30pm

Wednesday 11 Feb 2026 2.00pm–3.30pm

Evidence Search

This session will help you manage evidence searching with KnowledgeShare.

Monday 8 Dec 2025, 10.00am–12.00pm

Thursday 26 Feb 2026, 2.00pm–4.00pm

Adding local resources

This session will help you add local events, guidelines and books to your Members' updates.

Wednesday 7 Jan 2026, 11am–12.30pm

Thursday 5 Mar 2026, 10am–11.30am

Member Categorising

This session is a repeat of the initial implementation updates training, for new staff or as a refresher.

Thursday 15 Jan 2026, 11.00am–1.00pm

Community of Practice

We support regular regional communities of practice. Our next meeting is: **Wales, Wednesday 3 December 2.00pm–4.30pm**

Let us know if you manage a team in Wales and have not received an invite.

"I've been able to incorporate some of the evidence I've seen into how I advise patients, it has improved my confidence in managing certain conditions."

Physiotherapist,
Doncaster and Bassetlaw Teaching Hospitals